

EAST Search History

| Ref # | Hits | Search Query | DBs | Default Operator | Plurals | Time Stamp |
|-------|------|---|--------------------|------------------|---------|------------------|
| L1 | 3 | "977497".ap. | US-PGPUB; USPAT | OR | OFF | 2006/09/11 17:30 |
| L2 | 350 | "5.838,682" "5,848,143" "5,884,032" | US-PGPUB; USPAT | OR | OFF | 2006/09/11 17:30 |
| L3 | 3 | ("5838682" "5848143" "5884032"). pn. | US-PGPUB; USPAT | OR | OFF | 2006/09/11 17:30 |
| L4 | 3414 | 709/227.ccls. | US-PGPUB; USPAT | OR | OFF | 2006/09/11 17:30 |
| L5 | 40 | 709/227.ccls. and assist\$3 near12 communication\$3 near12 (internet network www) | US-PGPUB; USPAT | OR | OFF | 2006/09/11 17:30 |
| L6 | 16 | 709/227.ccls. and assist\$3 near6 communication\$3 near6 (internet network www) | US-PGPUB; USPAT | OR | OFF | 2006/09/11 17:30 |
| L7 | 10 | 709/227.ccls. and assist\$3 near6 communication\$3 near6 (internet network www) | USPAT | OR | OFF | 2006/09/11 17:30 |
| L8 | 2 | ("5838682" "5848143" "5884032"). pn. and software and (internet network) and request\$3 near6 service | US-PGPUB; USPAT | OR | OFF | 2006/09/11 17:30 |
| L9 | 55 | (csr (customer\$3 adj service adj represent\$6) same (internet network www) same assist\$3).ab. | USPAT | OR | OFF | 2006/09/11 17:30 |
| L10 | 1 | (csr (customer\$3 adj service adj represent\$6) same (internet network www) same assist\$3).ab. and (csr (customer adj service adj represent\$6)) near10 (software program) and request\$3 near6 service and (csr (customer adj service adj represent\$3)) near3 (software program) | USPAT | OR | OFF | 2006/09/11 17:30 |
| L11 | 1 | "6205488".pn. | USPAT | OR | OFF | 2006/09/11 17:30 |
| L12 | 14 | ((invit\$3 request\$3 call\$3 ask\$3) same (assist\$3 help\$3 support\$3)same (entit\$3 body individual client\$3 computer\$3 terminal\$3 server\$3 device\$3) same (communication\$3 session\$3) same (internet network www) same brows\$3).ab. | USPAT | OR | OFF | 2006/09/11 17:30 |
| L13 | 3 | (communication session) near endpoint\$3 and (internet network www).ab. and chat\$3 | USPAT | OR | OFF | 2006/09/11 17:30 |

EAST Search History

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|-----|------|--|--------------------|----|-----|------------------|
| L14 | 7 | (csr (customer\$3 adj service adj represent\$6) same (internet network www)).ab. and chat\$3 | USPAT | OR | OFF | 2006/09/11 17:30 |
| L15 | 37 | (csr (customer\$3 adj service adj represent\$6) same (internet network www)).ab. and request\$3 | USPAT | OR | OFF | 2006/09/11 17:30 |
| L16 | 11 | (csr (customer\$3 adj service adj represent\$6) same (internet network www)).ab. and request\$3 and request\$3.ab. | USPAT | OR | OFF | 2006/09/11 17:30 |
| L17 | 8 | (csr (customer\$3 adj service adj represent\$6)) near software | USPAT | OR | OFF | 2006/09/11 17:30 |
| L18 | 59 | (communication near3 session\$3 near4 transport\$3 and (internet network)) and brows\$3 | US-PGPUB; USPAT | OR | OFF | 2006/09/11 17:30 |
| L19 | 20 | connection\$3 near2 details near3 transport | US-PGPUB; USPAT | OR | OFF | 2006/09/11 17:30 |
| L20 | 10 | connection\$3 near2 details near3 transport | USPAT | OR | OFF | 2006/09/11 17:30 |
| L21 | 16 | connection near details and (internet network www).ab. and connection with transport | USPAT | OR | OFF | 2006/09/11 17:30 |
| L22 | 6 | page-push | USPAT | OR | OFF | 2006/09/11 17:30 |
| L23 | 2 | page-push and packet\$3 near12 voice and detail\$3 and detail\$3 and web\$3 | USPAT | OR | OFF | 2006/09/11 17:30 |
| L24 | 82 | (csr (customer adj service adj representative)) near3 (software program) | USPAT | OR | OFF | 2006/09/11 17:30 |
| L25 | 11 | (csr (customer adj service adj representative)) near3 (software program) and web adj (page brow\$3) | USPAT | OR | OFF | 2006/09/11 17:30 |
| L26 | 6 | (csr (customer adj service adj representative)) near3 (software) and web adj (page brow\$3) | USPAT | OR | OFF | 2006/09/11 17:30 |
| L27 | 1977 | 709/227.ccls. | USPAT | OR | OFF | 2006/09/11 17:30 |
| L28 | 2 | 709/227.ccls. and page-push | USPAT | OR | OFF | 2006/09/11 17:30 |
| L29 | 36 | 709/227.ccls. and (csr (customer adj service adj representative)) | USPAT | OR | OFF | 2006/09/11 17:30 |
| L30 | 14 | 709/227.ccls. and (csr (customer adj service adj representative)) and (web adj (page brows\$3)) | USPAT | OR | OFF | 2006/09/11 17:30 |
| L31 | 2896 | (unique adj1 identifier) same (session connection) | US-PGPUB; USPAT | OR | OFF | 2006/09/11 17:30 |

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|-----|------|---|-----------------|----|-----|------------------|
| L32 | 1164 | 379/261,265.01,265.02,265.03,265.04,265.05,265.11.ccls. | US-PGPUB; USPAT | OR | OFF | 2006/09/11 17:30 |
| L33 | 8 | L32 and L31 | US-PGPUB; USPAT | OR | OFF | 2006/09/11 17:30 |
| L34 | 8623 | internet adj2 telephone\$ | US-PGPUB; USPAT | OR | ON | 2006/09/11 17:30 |
| L35 | 6 | L34 same L31 | USPAT | OR | ON | 2006/09/11 17:30 |
| L36 | 1170 | customer adj service adj representat\$ | USPAT | OR | ON | 2006/09/11 17:30 |
| L37 | 5 | L36 same L31 | USPAT | OR | ON | 2006/09/11 17:30 |
| L38 | 1252 | 370/259-265.ccls. | US-PGPUB; USPAT | OR | OFF | 2006/09/11 17:30 |
| L39 | 8 | L38 and L31 | USPAT | OR | ON | 2006/09/11 17:30 |
| L40 | 1 | (csr (customer\$3 adj service adj represent\$6) same (internet network www) same assist\$3).ab. and (csr (customer adj service adj represent\$6)) near10 (software program) and request\$3 near6 service and (csr (customer adj service adj represent\$3)) near3 (software program) | USPAT | OR | OFF | 2006/09/11 17:30 |
| L41 | 1 | "6205488".pn. | USPAT | OR | OFF | 2006/09/11 17:30 |
| L42 | 3 | (communication session) near endpoint\$3 and (internet network www).ab. and chat\$3 | USPAT | OR | OFF | 2006/09/11 17:30 |
| L43 | 2 | 709/227.ccls. and page-push | USPAT | OR | OFF | 2006/09/11 17:30 |
| L44 | 3 | "977497".ap. | US-PGPUB; USPAT | OR | OFF | 2006/09/11 17:30 |
| L45 | 3 | ("5838682" "5848143" "5884032").pn. | US-PGPUB; USPAT | OR | OFF | 2006/09/11 17:30 |
| L46 | 16 | 709/227.ccls. and assist\$3 near6 communication\$3 near6 (internet network www) | US-PGPUB; USPAT | OR | OFF | 2006/09/11 17:30 |
| L47 | 10 | 709/227.ccls. and assist\$3 near6 communication\$3 near6 (internet network www) | USPAT | OR | OFF | 2006/09/11 17:30 |
| L48 | 2 | ("5838682" "5848143" "5884032").pn. and software and (internet network) and request\$3 near6 service | US-PGPUB; USPAT | OR | OFF | 2006/09/11 17:30 |

EAST Search History

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|-----|------|---|--------------------|----|-----|------------------|
| L49 | 14 | ((invit\$3 request\$3 call\$3 ask\$3) same (assist\$3 help\$3 support\$3) same (entit\$3 body individual client\$3 computer\$3 terminal\$3 server\$3 device\$3) same (communication\$3 session\$3) same (internet network www) same brows\$3).ab. | USPAT | OR | OFF | 2006/09/11 17:30 |
| L50 | 37 | (csr (customer\$3 adj service adj represent\$6) same (internet network www)).ab. and request\$3 | USPAT | OR | OFF | 2006/09/11 17:30 |
| L51 | 11 | (csr (customer\$3 adj service adj represent\$6) same (internet network www)).ab. and request\$3 and request\$3.ab. | USPAT | OR | OFF | 2006/09/11 17:30 |
| L52 | 8 | (csr (customer\$3 adj service adj represent\$6)) near software | USPAT | OR | OFF | 2006/09/11 17:30 |
| L53 | 10 | connection\$3 near2 details near3 transport | USPAT | OR | OFF | 2006/09/11 17:30 |
| L54 | 16 | connection near details and (internet network www).ab. and connection with transport | USPAT | OR | OFF | 2006/09/11 17:30 |
| L55 | 6 | page-push | USPAT | OR | OFF | 2006/09/11 17:30 |
| L56 | 2 | page-push and packet\$3 near12 voice and detail\$3 and detail\$3 and web\$3 | USPAT | OR | OFF | 2006/09/11 17:30 |
| L57 | 11 | (csr (customer adj service adj representative)) near3 (software program) and web adj (page brow\$3) | USPAT | OR | OFF | 2006/09/11 17:30 |
| L58 | 6 | (csr (customer adj service adj representative)) near3 (software) and web adj (page brow\$3) | USPAT | OR | OFF | 2006/09/11 17:30 |
| L59 | 14 | 709/227.ccls. and (csr (customer adj service adj representative)) and (web adj (page brows\$3)) | USPAT | OR | OFF | 2006/09/11 17:30 |
| L60 | 9 | L34 same L31 | US-PGPUB; USPAT | OR | ON | 2006/09/11 17:30 |
| L61 | 1170 | customer adj service adj representat\$ | USPAT | OR | ON | 2006/09/11 17:30 |
| L62 | 70 | L61 and L32 | USPAT | OR | ON | 2006/09/11 17:30 |
| L63 | 40 | 709/227.ccls. and assist\$3 near12 communication\$3 near12 (internet network www) | US-PGPUB; USPAT | OR | OFF | 2006/09/11 17:30 |
| L64 | 55 | (csr (customer\$3 adj service adj represent\$6) same (internet network www) same assist\$3).ab. | USPAT | OR | OFF | 2006/09/11 17:30 |

EAST Search History

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|-----|-------|--|--------------------|----|-----|------------------|
| L65 | 7 | (csr (customer\$3 adj service adj represent\$6) same (internet network www)).ab. and chat\$3 | USPAT | OR | OFF | 2006/09/11 17:30 |
| L66 | 59 | (communication near3 session\$3 near4 transport\$3 and (internet network)) and brows\$3 | US-PGPUB; USPAT | OR | OFF | 2006/09/11 17:30 |
| L67 | 20 | connection\$3 near2 details near3 transport | US-PGPUB; USPAT | OR | OFF | 2006/09/11 17:30 |
| L68 | 82 | (csr (customer adj service adj representative)) near3 (software program) | USPAT | OR | OFF | 2006/09/11 17:30 |
| L69 | 36 | 709/227.ccls. and (csr (customer adj service adj representative)) | USPAT | OR | OFF | 2006/09/11 17:30 |
| L70 | 350 | "5.838,682" "5,848,143" "5,884,032" | US-PGPUB; USPAT | OR | OFF | 2006/09/11 17:30 |
| L71 | 880 | L38 andI2 | USPAT | OR | ON | 2006/09/11 17:30 |
| L72 | 1977 | 709/227.ccls. | USPAT | OR | OFF | 2006/09/11 17:30 |
| L73 | 3414 | 709/227.ccls. | US-PGPUB; USPAT | OR | OFF | 2006/09/11 17:30 |
| L74 | 22833 | (identifier) same (session connection) | US-PGPUB; USPAT | OR | OFF | 2006/09/11 17:30 |
| L75 | 997 | sam\$1 adj1 (web adj page) | US-PGPUB; USPAT | OR | OFF | 2006/09/11 17:30 |
| L76 | 1085 | sam\$1 adj1 (web adj page) | US-PGPUB; USPAT | OR | ON | 2006/09/11 17:30 |
| L77 | 180 | (access\$5 view\$5 visit\$5 navigat\$5 see\$5) adj2 L75 | US-PGPUB; USPAT | OR | ON | 2006/09/11 17:30 |
| L78 | 208 | (access\$5 view\$5 visit\$5 navigat\$5 see\$5) adj2 L76 | US-PGPUB; USPAT | OR | ON | 2006/09/11 17:30 |
| L79 | 59 | L78 same (agent representative csr) | US-PGPUB; USPAT | OR | ON | 2006/09/11 17:30 |
| L80 | 12438 | (invit\$5 ask\$5 request\$5 join\$5) near2 (agent representative csr) | US-PGPUB; USPAT | OR | ON | 2006/09/11 17:30 |
| L81 | 302 | L80 near7 session | US-PGPUB; USPAT | OR | ON | 2006/09/11 17:30 |
| L82 | 53614 | web adj page | US-PGPUB; USPAT | OR | ON | 2006/09/11 17:30 |
| L83 | 22 | L81 same L82 | US-PGPUB; USPAT | OR | ON | 2006/09/11 17:30 |
| L84 | 1 | ("6611501").PN. | US-PGPUB; USPAT | OR | OFF | 2006/09/11 17:30 |
| L85 | 11261 | sam\$1 adj3 page | US-PGPUB; USPAT | OR | OFF | 2006/09/11 17:30 |

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|------|-------|---|--------------------|----|-----|------------------|
| L86 | 12763 | sam\$1 adj3 page | US-PGPUB; USPAT | OR | ON | 2006/09/11 17:30 |
| L87 | 48 | L80 same L86 | US-PGPUB; USPAT | OR | ON | 2006/09/11 17:30 |
| L88 | 1161 | join\$5 adj3 session | US-PGPUB; USPAT | OR | ON | 2006/09/11 17:30 |
| L89 | 81 | L88 near10 (agent representative csr) | US-PGPUB; USPAT | OR | ON | 2006/09/11 17:30 |
| L90 | 17 | L82 same L89 | US-PGPUB; USPAT | OR | ON | 2006/09/11 17:30 |
| L91 | 64 | L89 not L90 | US-PGPUB; USPAT | OR | ON | 2006/09/11 17:30 |
| L92 | 12 | L90 and chat\$5 | US-PGPUB; USPAT | OR | ON | 2006/09/11 17:30 |
| L93 | 36 | L91 and chat\$5 | US-PGPUB; USPAT | OR | ON | 2006/09/11 17:30 |
| L94 | 350 | "5.838,682" "5,848,143" "5,884,032" | US-PGPUB; USPAT | OR | OFF | 2006/09/11 17:30 |
| L95 | 3414 | 709/227.ccls. | US-PGPUB; USPAT | OR | OFF | 2006/09/11 17:30 |
| L96 | 40 | 709/227.ccls. and assist\$3 near12 communication\$3 near12 (internet network www) | US-PGPUB; USPAT | OR | OFF | 2006/09/11 17:30 |
| L97 | 55 | (csr (customer\$3 adj service adj represent\$6) same (internet network www) same assist\$3).ab. | USPAT | OR | OFF | 2006/09/11 17:30 |
| L98 | 7 | (csr (customer\$3 adj service adj represent\$6) same (internet network www)).ab. and chat\$3 | USPAT | OR | OFF | 2006/09/11 17:30 |
| L99 | 59 | (communication near3 session\$3 near4 transport\$3 and (internet network)) and brows\$3 | US-PGPUB; USPAT | OR | OFF | 2006/09/11 17:30 |
| L100 | 20 | connection\$3 near2 details near3 transport | US-PGPUB; USPAT | OR | OFF | 2006/09/11 17:30 |
| L101 | 82 | (csr (customer adj service adj representative)) near3 (software program) | USPAT | OR | OFF | 2006/09/11 17:30 |
| L102 | 1977 | 709/227.ccls. | USPAT | OR | OFF | 2006/09/11 17:30 |
| L103 | 36 | 709/227.ccls. and (csr (customer adj service adj representative)) | USPAT | OR | OFF | 2006/09/11 17:30 |
| L104 | 1164 | 379/261,265.01,265.02,265.03,265. 04,265.05,265.11.ccls. | US-PGPUB; USPAT | OR | OFF | 2006/09/11 17:30 |
| L105 | 2896 | (unique adj1 identifier) same (session connection) | US-PGPUB; USPAT | OR | OFF | 2006/09/11 17:30 |

EAST Search History

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|------|-------|---|--------------------|----|-----|------------------|
| L106 | 8623 | internet adj2 telephone\$ | US-PGPUB; USPAT | OR | ON | 2006/09/11 17:30 |
| L107 | 1170 | customer adj service adj representat\$ | USPAT | OR | ON | 2006/09/11 17:30 |
| L108 | 1252 | 370/259-265.ccls. | US-PGPUB; USPAT | OR | OFF | 2006/09/11 17:30 |
| L109 | 1170 | customer adj service adj representat\$ | USPAT | OR | ON | 2006/09/11 17:30 |
| L110 | 997 | sam\$1 adj1 (web adj page) | US-PGPUB; USPAT | OR | OFF | 2006/09/11 17:30 |
| L111 | 1085 | sam\$1 adj1 (web adj page) | US-PGPUB; USPAT | OR | ON | 2006/09/11 17:30 |
| L112 | 180 | (access\$5 view\$5 visit\$5 navigat\$5 see\$5) adj2 L110 | US-PGPUB; USPAT | OR | ON | 2006/09/11 17:30 |
| L113 | 208 | (access\$5 view\$5 visit\$5 navigat\$5 see\$5) adj2 L111 | US-PGPUB; USPAT | OR | ON | 2006/09/11 17:30 |
| L114 | 59 | L113 same (agent representative csr) | US-PGPUB; USPAT | OR | ON | 2006/09/11 17:30 |
| L115 | 12438 | (invit\$5 ask\$5 request\$5 join\$5) near2 (agent representative csr) | US-PGPUB; USPAT | OR | ON | 2006/09/11 17:30 |
| L116 | 302 | L115 near7 session | US-PGPUB; USPAT | OR | ON | 2006/09/11 17:30 |
| L117 | 53614 | web adj page | US-PGPUB; USPAT | OR | ON | 2006/09/11 17:30 |
| L118 | 11261 | sam\$1 adj3 page | US-PGPUB; USPAT | OR | OFF | 2006/09/11 17:30 |
| L119 | 12763 | sam\$1 adj3 page | US-PGPUB; USPAT | OR | ON | 2006/09/11 17:30 |
| L120 | 1161 | join\$5 adj3 session | US-PGPUB; USPAT | OR | ON | 2006/09/11 17:30 |
| L121 | 81 | L120 near10 (agent representative csr) | US-PGPUB; USPAT | OR | ON | 2006/09/11 17:30 |
| L122 | 17 | L117 same L121 | US-PGPUB; USPAT | OR | ON | 2006/09/11 17:30 |
| L123 | 1 | (csr (customer\$3 adj service adj represent\$6) same (internet network www) same assist\$3).ab. and (csr (customer adj service adj represent\$6)) near10 (software program) and request\$3 near6 service and (csr (customer adj service adj represent\$3)) near3 (software program) | USPAT | OR | OFF | 2006/09/11 17:30 |
| L124 | 1 | "6205488".pn. | USPAT | OR | OFF | 2006/09/11 17:30 |

EAST Search History

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|------|----|---|--------------------|----|-----|------------------|
| L125 | 1 | (csr (customer\$3 adj service adj represent\$6) same (internet network www) same assist\$3).ab. and (csr (customer adj service adj represent\$6)) near10 (software program) and request\$3 near6 service and (csr (customer adj service adj represent\$3)) near3 (software program) | USPAT | OR | OFF | 2006/09/11 17:30 |
| L126 | 1 | "6205488".pn. | USPAT | OR | OFF | 2006/09/11 17:30 |
| L127 | 1 | ("6611501").PN. | US-PGPUB; USPAT | OR | OFF | 2006/09/11 17:30 |
| L128 | 3 | "977497".ap. | US-PGPUB; USPAT | OR | OFF | 2006/09/11 17:30 |
| L129 | 3 | ("5838682" "5848143" "5884032").pn. | US-PGPUB; USPAT | OR | OFF | 2006/09/11 17:30 |
| L130 | 16 | 709/227.ccls. and assist\$3 near6 communication\$3 near6 (internet network www) | US-PGPUB; USPAT | OR | OFF | 2006/09/11 17:30 |
| L131 | 10 | 709/227.ccls. and assist\$3 near6 communication\$3 near6 (internet network www) | USPAT | OR | OFF | 2006/09/11 17:30 |
| L132 | 2 | ("5838682" "5848143" "5884032").pn. and software and (internet network) and request\$3 near6 service | US-PGPUB; USPAT | OR | OFF | 2006/09/11 17:30 |
| L133 | 14 | ((invit\$3 request\$3 call\$3 ask\$3) same (assist\$3 help\$3 support\$3)same (entit\$3 body individual client\$3 computer\$3 terminal\$3 server\$3 device\$3) same (communication\$3 session\$3) same (internet network www) same brows\$3).ab. | USPAT | OR | OFF | 2006/09/11 17:30 |
| L134 | 3 | (communication session) near endpoint\$3 and (internet network www).ab. and chat\$3 | USPAT | OR | OFF | 2006/09/11 17:30 |
| L135 | 37 | (csr (customer\$3 adj service adj represent\$6) same (internet network www)).ab. and request\$3 | USPAT | OR | OFF | 2006/09/11 17:30 |
| L136 | 11 | (csr (customer\$3 adj service adj represent\$6) same (internet network www)).ab. and request\$3 and request\$3.ab. | USPAT | OR | OFF | 2006/09/11 17:30 |
| L137 | 8 | (csr (customer\$3 adj service adj represent\$6)) near software | USPAT | OR | OFF | 2006/09/11 17:30 |
| L138 | 10 | connection\$3 near2 details near3 transport | USPAT | OR | OFF | 2006/09/11 17:30 |

EAST Search History

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|------|----|--|--------------------|----|-----|------------------|
| L139 | 16 | connection near details and (internet network www).ab. and connection with transport | USPAT | OR | OFF | 2006/09/11 17:30 |
| L140 | 6 | page-push | USPAT | OR | OFF | 2006/09/11 17:30 |
| L141 | 2 | page-push and packet\$3 near12 voice and detail\$3 and detail\$3 and web\$3 | USPAT | OR | OFF | 2006/09/11 17:30 |
| L142 | 11 | (csr (customer adj service adj representative)) near3 (software program) and web adj (page brow\$3) | USPAT | OR | OFF | 2006/09/11 17:30 |
| L143 | 6 | (csr (customer adj service adj representative)) near3 (software) and web adj (page brow\$3) | USPAT | OR | OFF | 2006/09/11 17:30 |
| L144 | 2 | 709/227.ccls. and page-push | USPAT | OR | OFF | 2006/09/11 17:30 |
| L145 | 14 | 709/227.ccls. and (csr (customer adj service adj representative)) and (web adj (page brows\$3)) | USPAT | OR | OFF | 2006/09/11 17:30 |
| L146 | 8 | L104 and L105 | US-PGPUB; USPAT | OR | OFF | 2006/09/11 17:30 |
| L147 | 6 | L106 same L105 | USPAT | OR | ON | 2006/09/11 17:30 |
| L148 | 5 | L107 same L105 | USPAT | OR | ON | 2006/09/11 17:30 |
| L149 | 8 | L108 and L105 | USPAT | OR | ON | 2006/09/11 17:30 |
| L150 | 3 | (communication session) near endpoint\$3 and (internet network www).ab. and chat\$3 | USPAT | OR | OFF | 2006/09/11 17:30 |
| L151 | 2 | 709/227.ccls. and page-push | USPAT | OR | OFF | 2006/09/11 17:30 |
| L152 | 3 | "977497".ap. | US-PGPUB; USPAT | OR | OFF | 2006/09/11 17:30 |
| L153 | 3 | ("5838682" "5848143" "5884032").pn. | US-PGPUB; USPAT | OR | OFF | 2006/09/11 17:30 |
| L154 | 16 | 709/227.ccls. and assist\$3 near6 communication\$3 near6 (internet network www) | US-PGPUB; USPAT | OR | OFF | 2006/09/11 17:30 |
| L155 | 10 | 709/227.ccls. and assist\$3 near6 communication\$3 near6 (internet network www) | USPAT | OR | OFF | 2006/09/11 17:30 |
| L156 | 2 | ("5838682" "5848143" "5884032").pn. and software and (internet network) and request\$3 near6 service | US-PGPUB; USPAT | OR | OFF | 2006/09/11 17:30 |

EAST Search History

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|------|----|---|--------------------|----|-----|------------------|
| L157 | 14 | ((invit\$3 request\$3 call\$3 ask\$3) same (assist\$3 help\$3 support\$3) same (entit\$3 body individual client\$3 computer\$3 terminal\$3 server\$3 device\$3) same (communication\$3 session\$3) same (internet network www) same brows\$3).ab. | USPAT | OR | OFF | 2006/09/11 17:30 |
| L158 | 37 | (csr (customer\$3 adj service adj represent\$6) same (internet network www)).ab. and request\$3 | USPAT | OR | OFF | 2006/09/11 17:30 |
| L159 | 11 | (csr (customer\$3 adj service adj represent\$6) same (internet network www)).ab. and request\$3 and request\$3.ab. | USPAT | OR | OFF | 2006/09/11 17:30 |
| L160 | 8 | (csr (customer\$3 adj service adj represent\$6)) near software | USPAT | OR | OFF | 2006/09/11 17:30 |
| L161 | 10 | connection\$3 near2 details near3 transport | USPAT | OR | OFF | 2006/09/11 17:30 |
| L162 | 16 | connection near details and (internet network www).ab. and connection with transport | USPAT | OR | OFF | 2006/09/11 17:30 |
| L163 | 6 | page-push | USPAT | OR | OFF | 2006/09/11 17:30 |
| L164 | 2 | page-push and packet\$3 near12 voice and detail\$3 and detail\$3 and web\$3 | USPAT | OR | OFF | 2006/09/11 17:30 |
| L165 | 11 | (csr (customer adj service adj representative)) near3 (software program) and web adj (page brow\$3) | USPAT | OR | OFF | 2006/09/11 17:30 |
| L166 | 6 | (csr (customer adj service adj representative)) near3 (software) and web adj (page brow\$3) | USPAT | OR | OFF | 2006/09/11 17:30 |
| L167 | 14 | 709/227.ccls. and (csr (customer adj service adj representative)) and (web adj (page brows\$3)) | USPAT | OR | OFF | 2006/09/11 17:30 |
| L168 | 9 | L106 same L105 | US-PGPUB; USPAT | OR | ON | 2006/09/11 17:30 |
| L169 | 70 | L109 and L104 | USPAT | OR | ON | 2006/09/11 17:30 |
| L170 | 40 | 709/227.ccls. and assist\$3 near12 communication\$3 near12 (internet network www) | US-PGPUB; USPAT | OR | OFF | 2006/09/11 17:30 |
| L171 | 55 | (csr (customer\$3 adj service adj represent\$6) same (internet network www) same assist\$3).ab. | USPAT | OR | OFF | 2006/09/11 17:30 |

EAST Search History

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|------|------|--|--------------------|----|-----|------------------|
| L172 | 7 | (csr (customer\$3 adj service adj represent\$6) same (internet network www)).ab. and chat\$3 | USPAT | OR | OFF | 2006/09/11 17:30 |
| L173 | 59 | (communication near3 session\$3 near4 transport\$3 and (internet network)) and brows\$3 | US-PGPUB; USPAT | OR | OFF | 2006/09/11 17:30 |
| L174 | 20 | connection\$3 near2 details near3 transport | US-PGPUB; USPAT | OR | OFF | 2006/09/11 17:30 |
| L175 | 82 | (csr (customer adj service adj representative)) near3 (software program) | USPAT | OR | OFF | 2006/09/11 17:30 |
| L176 | 36 | 709/227.ccls. and (csr (customer adj service adj representative)) | USPAT | OR | OFF | 2006/09/11 17:30 |
| L177 | 22 | L116 same L117 | US-PGPUB; USPAT | OR | ON | 2006/09/11 17:30 |
| L178 | 48 | L115 same L119 | US-PGPUB; USPAT | OR | ON | 2006/09/11 17:30 |
| L179 | 64 | L121 not L122 | US-PGPUB; USPAT | OR | ON | 2006/09/11 17:30 |
| L180 | 17 | L117 same L121 | US-PGPUB; USPAT | OR | ON | 2006/09/11 17:30 |
| L181 | 12 | L122 and chat\$5 | US-PGPUB; USPAT | OR | ON | 2006/09/11 17:30 |
| L182 | 36 | L179 and chat\$5 | US-PGPUB; USPAT | OR | ON | 2006/09/11 17:30 |
| L183 | 350 | "5.838,682" "5,848,143" "5,884,032" | US-PGPUB; USPAT | OR | OFF | 2006/09/11 17:30 |
| L184 | 880 | L108 andl2 | USPAT | OR | ON | 2006/09/11 17:30 |
| L185 | 1164 | 379/261,265.01,265.02,265.03,265.04,265.05,265.11.ccls. | US-PGPUB; USPAT | OR | OFF | 2006/09/11 17:30 |
| L186 | 1170 | customer adj service adj representat\$ | USPAT | OR | ON | 2006/09/11 17:30 |
| L187 | 1170 | customer adj service adj representat\$ | USPAT | OR | ON | 2006/09/11 17:30 |
| L188 | 1252 | 370/259-265.ccls. | US-PGPUB; USPAT | OR | OFF | 2006/09/11 17:30 |
| L189 | 1977 | 709/227.ccls. | USPAT | OR | OFF | 2006/09/11 17:30 |
| L190 | 2896 | (unique adj1 identifier) same (session connection) | US-PGPUB; USPAT | OR | OFF | 2006/09/11 17:30 |
| L191 | 8623 | internet adj2 telephone\$ | US-PGPUB; USPAT | OR | ON | 2006/09/11 17:30 |
| L192 | 3414 | 709/227.ccls. | US-PGPUB; USPAT | OR | OFF | 2006/09/11 17:30 |

EAST Search History

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|------|-------|--|--------------------|----|-----|------------------|
| L193 | 22833 | (identifier) same (session connection) | US-PGPUB; USPAT | OR | OFF | 2006/09/11 17:30 |
| L194 | 53614 | web adj page | US-PGPUB; USPAT | OR | ON | 2006/09/11 17:30 |
| L195 | 1161 | join\$5 adj3 session | US-PGPUB; USPAT | OR | ON | 2006/09/11 17:30 |
| L196 | 81 | L195 near10 (agent representative csr) | US-PGPUB; USPAT | OR | ON | 2006/09/11 17:30 |
| L197 | 17 | L194 same L196 | US-PGPUB; USPAT | OR | ON | 2006/09/11 17:30 |
| L198 | 63 | L196 not L197 and session and (join\$5 invit\$5 ask\$5) and (request\$5 assist\$5) | US-PGPUB; USPAT | OR | ON | 2006/09/11 17:30 |
| L199 | 29 | L198 and establish\$5 near4 session | US-PGPUB; USPAT | OR | ON | 2006/09/11 17:30 |
| L200 | 19 | L198 and establish\$5 near4 session same (join\$5 invit\$5) | US-PGPUB; USPAT | OR | ON | 2006/09/11 17:30 |
| L201 | 5 | L200 and software with (agent csr) | US-PGPUB; USPAT | OR | ON | 2006/09/11 17:30 |
| L202 | 1 | L201 and (csr or (customer adj service)) | US-PGPUB; USPAT | OR | ON | 2006/09/11 17:30 |
| L203 | 3 | L201 and web adj page | US-PGPUB; USPAT | OR | ON | 2006/09/11 17:30 |
| L204 | 2 | "20040059841" "20040028213" | US-PGPUB; USPAT | OR | ON | 2006/09/11 17:30 |
| L205 | 1 | L204 and web adj page | US-PGPUB; USPAT | OR | ON | 2006/09/11 17:30 |
| L206 | 1 | L205 and session | US-PGPUB; USPAT | OR | ON | 2006/09/11 17:30 |
| L207 | 0 | L206 and join\$5 near4 (agent csr) | US-PGPUB; USPAT | OR | ON | 2006/09/11 17:30 |
| L208 | 0 | L206 and join\$5 | US-PGPUB; USPAT | OR | ON | 2006/09/11 17:30 |
| L209 | 0 | leg adj messge with session | US-PGPUB; USPAT | OR | ON | 2006/09/11 17:30 |
| L210 | 10 | leg adj message with session | US-PGPUB; USPAT | OR | ON | 2006/09/11 17:30 |
| L211 | 10 | leg adj message same session | US-PGPUB; USPAT | OR | ON | 2006/09/11 17:30 |
| L212 | 31 | leg adj message and session | US-PGPUB; USPAT | OR | ON | 2006/09/11 17:30 |